

KARINA CARNEVALE

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Profile of Qualifications

Compassionate and patient individual with extensive experience working with autistic child. Knowledgeable in teaching and motivating young and special need students. Previous experience in banking management, accounting, retail management, and customer service. Bilingual (English/Spanish) with excellent oral and written communication skills. Organizational and analytical skills were honed while raising children and volunteering for numerous school events such as Book Fairs, school dances, Turkey Trot, Field Day, Pumpkin Patch and Holiday School Store, as well as coordinating fundraising activities and acting as Class Mom for over nine years. Excellent administrative and computer skills, with proven capabilities in time management and problem resolution.

Professional Experience

Lakeland Bank, Rochelle Park, NJ

2008 - 2014

Assistant Treasurer / Assistant Branch Manager / Operations Manager

- Managed a team of up to 7 direct reports and assisted with the management of all aspects of branch operations, including budgeting, forecasting, and reporting.
- Provided leadership to ensure that goals were established for each department within the bank.
- Ensured compliance with regulatory requirements by monitoring internal controls over financial transactions and systems as well as external audit findings.
- Counted currency, coins, and checks received, by hand and currency-counting machines, in order to prepare them for deposit or shipments to branch banks or the Federal Reserve Banks.
- Resolved client issues with professionalism and a focus on providing the highest possible level of customer service, to develop, maintain and expand client relationships.
- Performed human resource functions such as hiring, firing and training employees.
- Supervised staff schedules to ensure adequate coverage at all times while minimizing overtime costs.

TD (Toronto Dominion) Bank, Saddle Brook, NJ

1997 - 2008

Assistant Bank Manager / Operations Manager

- Oversaw daily branch operations while maintaining strict compliance controls, and resolving customer concerns in a timely and effective manner.
- Expanded customer base by advertising bank products to customers and supported a large volume of accounts.
- Maximized team performance through effective coaching, leadership, and employee management skills.
- Managed all deposits, withdrawals and payments to customers.
- Assisted customers with checking accounts and loan applications, while managing cash flow.

Bradlees Department Store, Saddle Brook, NJ

1993 - 1997

Front End Manager

- Managed inventories by tracking weekly reports and ordering supplies to maximize profits.
- Analyzed customer and employee satisfaction in order to identify areas needing improvement and developed processes and/or procedures to address issues.
- Directed and supervised employees engaged in sales, inventory-taking, reconciling cash receipts, or performing services for customers.
- Assisted with planning and coordinating advertising campaigns, sales promotions, and merchandising displays.
- Conferred with company officials to develop methods and procedures to increase sales and promote business.
- Performed cashiering and customer service functions, such as assisting with returns and troubleshooting.

Education

William Paterson University, Wayne, NJ 2004

BA, English

Sigma Tau Delta – International English Honors Society